



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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J. TYLER McCAULEY
AUDITOR-CONTROLLER

May 31, 2007

TO: Supervisor Zev Yaroslavsky Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley *[Signature]*
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – MICHELLE
TRAVIS GROUP HOMES, INCORPORATED - SITE 2 AND SITE 3
GROUP HOMES**

We have completed a review of Michelle Travis Site 2 and Site 3 Group Homes (Group Home or Agency) operated by Michelle Travis Group Homes, Incorporated. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Michelle Travis Site 2 and Site 3 Group Homes are each six-bed facilities, which provide care for boys ages 10-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Michelle Travis Site 2 Group Home was providing services for six DCFS children. Michelle Travis Site 3 Group Home was providing services for five DCFS children.

Michelle Travis Site 2 and Site 3 Group Homes are located in the Second District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

"To Enrich Lives Through Effective and Caring Service"

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address a few deficient areas.

Both Group homes need to develop comprehensive Needs and Services Plans. Michelle Travis Site 2 Group Home needs to clean the upstairs bathroom. Michelle Travis Site 3 Group Home needs to encourage and assist children in creating and maintaining life books/photo albums.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:bg

Attachments

c: David E. Janssen, Chief Administrative Officer
Patricia S. Ploehn, Director, DCFS
Robert B. Taylor, Chief Probation Officer
Patricia J. Cole, Executive Director, Michelle Travis Group Homes
Public Information Office
Audit Committee

**Michelle Travis
Site 2 Group Home
3309 West 41st Street
Los Angeles, California 90008
Phone: (323) 292-6654
License Number: 191801259
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

Michelle Travis Site 2 Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the shower tiles and grout in the upstairs bathroom have rust and mildew.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

- 1. Michelle Travis management clean the shower tiles and grout in the upstairs bathroom.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

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Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current and have short and long term goals. However, the NSPs are not comprehensive.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

2. Michelle Travis management develop comprehensive Needs and Services Plans that are specific, measurable, and time limited.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication**Method of assessment – Review of relevant documents****Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights**Method of assessment –Interviews with children****Sample size: Two****Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose. The Group Home also provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

There are no recommendations for this section.

**Michelle Travis
Site #3 Group Home
4209 S. Hobart Boulevard
Los Angeles, California 90062
Phone: (323) 291-6167
License Number: 198202988
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

Michelle Travis Site 3 Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

"To Enrich Lives Through Effective and Caring Service"

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current and include short and long term goals. However, the NSPs are not comprehensive.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

1. Michelle Travis management develop comprehensive Needs and Services Plans that are specific, measurable, and time limited.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment –Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose. The Group Home also provides children with adequate personal care items.

Children are not encouraged or assisted in creating and maintaining photo albums/life books.

Recommendations

- 2. Michelle Travis management encourage and assist children in creating and maintaining photo albums/life books.**



Executive Director
Patricia J. Cole, LCSW

Michelle-Travis Group Homes, Inc.

April 16, 2007(Revised, 5/1/07)

ATT: Carla Carr, Children's Group Home Ombudsman
Department of Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple Street, Room 515-A
Los Angeles, CA 90012

RE: CAP for 03/15/07 Group Home Monitoring Report

AREAS NEEDING ATTENTION.....41ST STREET SITE

I. FACILITY AND ENVIRONMENT

Recommendations

1. Michelle Travis Group Homes, Inc. management to clean the shower tiles and grout in the upstairs bathroom shower.

PLAN OF CORRECTION IMPLEMENTED MARCH, 2007--

The tile and grout was not able to be cleaned satisfactorily. Therefore, the director, Pat Cole, hired Mr. Baudillo to remove the old tile and grout and new ones were put in. Attached are pictures and the billing statement--see exhibits "A" and "B".

As of May, 2007, Laura Evans, facility manager, will begin doing detailed facility reviews monthly. To ensure that she is adequately trained, she will shadow the director, Patricia Cole, the first time. During her second review in June, 2007, the director will shadow her as she completes the review. All reviews will be submitted to the director within three days. If needed, a plan to correct any deficiencies will be developed and updated weekly until complete.

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Hobart Facility

CAP-03/15/2007

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II. PROGRAM SERVICES

Recommendations

1. Michelle Travis Group Homes, Inc. management:

- A. Maintain Needs and Services Plans for all children that are comprehensive, specific, measurable, and time limited.

PLAN OF CORRECTION IMPLEMENTED 04/01/07---

A. Currently the Administrator, Patricia J. Cole, LCSW, completes and/or reviews the NSP's. Beginning as of above date, the NSP's will be presented by Pat Cole, director or Cynthia Martin, facility manager, quarterly to the program consultant, Dr. Samuel Smith, psychiatrist. They will be reviewed to ensure that they are "comprehensive, specific, measurable and time limited".

The concept for the needs and services plan has been repeatedly reviewed and modified since the inception of the last DCFS contract. The treatment team is still fine-tuning it, however, some progress has been seen in the subsequent audit review by your auditor. I have attached a copy of one of the most recently completed NSP's to demonstrate the suggestions recommended during the most recent audit review, see Exhibit C.

AREAS NEEDING ATTENTION.....HOBART SITE

II. PROGRAM SERVICES

Recommendations

2. Michelle Travis Group Homes, Inc. management:

- A. Maintain Needs and Services Plans for all children that are comprehensive, specific, measurable, and time limited.

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PLAN OF CORRECTION IMPLEMENTED 04/01/07---

A. *Currently the Administrator, Patricia J. Cole, LCSW, completes and/or reviews the NSP's. Beginning as of above date, the NSP's will be presented by Pat Cole, director or Cynthia Martin, facility manager, quarterly to the program consultant, Dr. Samuel Smith, psychiatrist. They will be reviewed to ensure that they are "comprehensive, specific, measurable and time limited".*

The concept for the needs and services plan has been repeatedly reviewed and modified since the inception of the last DCFS contract. The treatment team is still fine-tuning it, however, some progress has been seen in the subsequent audit review by your auditor. I have attached a copy of one of the most recently completed NSP's to demonstrate the suggestions recommended during the most recent audit review, see Exhibit C.

VII. CLOTHING AND ALLOWANCE

Recommendations

Michelle Travis management encourage and assist children in creating and maintaining photo albums/life books.

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PLAN OF CORRECTION IMPLEMENTED 04/01/07---

To ensure that life books are started and updated as described above, the director, Pat Cole, will review them in 30 days initially and quarterly thereafter. A comment regarding the progress of the life book will be entered into each resident's quarterly NSP by the director, Pat Cole.

Patricia J. Cole, LCSW
Director

PJC:ch